
METS Ride Tips

METS make every effort to provide you with efficient and dependable transportation. The objective of the Mobility/Para-transit service is to be comparable with fixed-route service. The following suggestions will help to make your trip successful:

1. The assignment of ready (pickup) times is based upon your required appointment (arrival) time at a designated location, the distance traveled, the sharing of the ride with others, and vehicle availability. The farther the pickup location from the destination, the earlier the ready time. Such times are decided by a manual and computerized scheduling system.
2. Since this service is origin-to-destination, we recommend that you be ready to leave your location at least thirty (30) minutes before your scheduled ready time. The vehicle will only wait five (5) minutes after your scheduled ready time. For example, if your vehicle arrives at 7:00 a.m., the driver will only wait until 7:05 a.m. If your ride arrives early, you are not obligated to board the vehicle before your scheduled time. However, you may do so if you wish.
3. The driver has 30 minutes after your scheduled ready time to pick you up. For example, if your ready time is 7:00 a.m., the vehicle may arrive up to 7:30 a.m. until it is considered late. If the driver is not at your location within 30 minutes after your ready time, please call the METS Mobility/Para-transit service at 812-435-6188.
4. The driver can only assist you in boarding and exiting the vehicle. Drivers may not escort you into the building, and they may only remove packages from the vehicle. The "origin-to-destination" service is a requirement due to liability issues.
5. Please, do not engage the driver in conversation while he/she is operating the vehicle. This is important for your safety as well as others.

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6. Please, do not verbally or physically abuse the driver. Any physical or verbal action you may take against the driver may affect your riding privilege.
 7. Keep a list of your needs (wheelchair, extra-wide wheelchair, scooter, service animal, extra seating space, etc.) by the phone, and make certain your special needs are discussed when you schedule a ride.
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8. Have your fare and the fare of your guest ready before the trip starts. The driver is required to collect fares before the trip departs. If you do not have the proper fare, the driver cannot transport you. You must have exact change; drivers do not carry change.
 9. Prior to departing your location, your seat belt and/or other restraints/tie-downs must be fastened. Make certain they are fastened so you feel secure.
 10. Eating, drinking, smoking or playing radios/cassette players without earphones is not permitted by Indiana law.
 11. Please notify the METS of any changes in your status (if you will be in the hospital, if you are going on vacation, etc.). Such information allows the METS to serve more customers.
 12. Contact the METS as soon as possible when cancelling your ride. The METS prefers a minimum of two-hour advance notice so other customers can be accommodated.
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Please limit the number of parcels you take on the vehicle to four (4) no more than 25 lbs. each. Remember, Mobility/Para-transit is a shared-ride service, and excess packages will infringe upon other customers.